

Form No. 3

BILL FOR SERVICE
Los Angeles County Division

See Following Two Pages for Sample Form

(T)

(To be inserted by utility)

Advice Letter No. 535

Decision No. _____

Issued by

R.W. Nicholson

NAME

President

TITLE

(To be inserted by Cal. P.U.C.)

Date Filed 12/17/2018

Effective 12/17/2018

Resolution No. _____



Keep this portion for your records

[1/1]

PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday -Friday 8:00 AM - 5:00 PM
Phone Number/Email: 1-626-448-6183 customerservice@sgvwater.com

Special Message

CALIFORNIA IS IN A SEVERE DROUGHT PLEASE CONSERVE WATER GO TO: WWW.BEWATERWISE.COM OR WWW.SAVEOURH2O.ORG FOR HELPFUL CONSERVATION TIPS.

Account Information

Customer Name: WATER CUSTOMER
Account Number: 0-0-000-0000-0-1
Service Address: 1234 WATER WAY
Customer Class: RESIDENTIAL
Connection No.: L12093
Rate Schedule: LA-1C
Meter Size: 5/8 INCH
Date of Presentation (Date of Bill): 12/01/2017
PAST DUE DATE: 12/20/2017

Current Charges

SERVICE CHARGE \$22.430
QUANTITY CHARGES \$29.702
Tier 1 B CCF @ \$3.713 \$7.48
PUC Surcharge \$.014350% \$1.56
Utility Users Tax \$1.56
This bill includes \$.212800 per ccf to support the CARW program.
TOTAL CURRENT WATER CHARGES \$54.44

Amount Now Due

Previous Balance \$82.55
11/14/2017 Payment -\$82.55
TOTAL CURRENT WATER CHARGES \$54.44
TOTAL AMOUNT NOW DUE \$54.44

Service Information

Table with columns: Meter Number, Reading Dates (From, To), Meter Reading (Previous, Present), Usage. Meter 72710865, readings 644 to 652, usage 8.

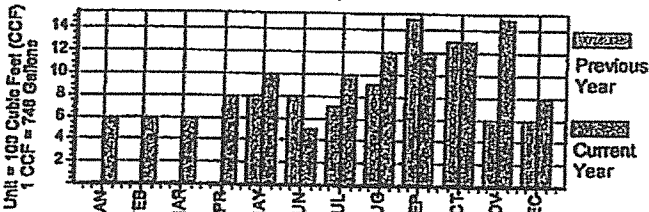


Table with columns: BILLING PERIOD, BILLING DAYS, TOTAL USAGE IN CCF, AVG DAILY USAGE IN CCF. Shows usage for 10/31/2016-11/30/2016 and 10/31/2017-11/30/2017.

PLEASE HELP CONSERVE WATER Please see other side for addresses of Company offices and payment methods. Form No 3
Please return this portion along with your payment.



SAN GABRIEL VALLEY WATER COMPANY
PO Box 5970 • El Monte, CA 91734-1970

Customer Service Hours: Monday -Friday 8:00 AM - 5:00 PM
Phone Number: 1-626-448-6183 customerservice@sgvwater.com

Account Number: 0-0-000-0000-0-1
Service Address: 1234 WATER WAY
Date of Presentation (Date of Bill): 12/01/2017
PAST DUE DATE: 12/20/2017

OR L12093

THIS BILL IS NOW DUE AND PAYABLE

\$54.44 Amount Now Due

'DO NOT PAY - AUTOPAY' Amount Enclosed

* This amount will be deducted from your account on 12/15/2017

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WATER CUSTOMER
1234 WATER WAY
SAN GABRIEL CA 98765-4321



SAN GABRIEL VALLEY WATER COMPANY
PO BOX 5970
EL MONTE, CA 91734-1970

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DISPUTED BILLS AND COMPLAINTS

This bill is due and payable upon date of presentation. It will become past due if not paid within 19 days after date of bill. If you believe there is an error on your bill or have a question about your service, please call San Gabriel Valley Water Company customer support:

• El Monte (626) 448-6183 • Whittier (562) 699-1041, or • Industry (626) 330-1628

If you are not satisfied with San Gabriel Valley Water Company's response, submit a complaint to the California Public Utilities Commission (CPUC) by visiting <http://www.cpuc.ca.gov/complaints/>. Billing and service complaints are handled by the CPUC's Consumer Affairs Branch (CAB), which can be reached by the following means if you prefer not to submit your complaint online:

Telephone 1-800-649-7570 (8:30 AM to 4:30 PM, Monday through Friday)
Mail California Public Utilities Commission, Consumer Affairs Branch,
505 Van Ness Avenue, Room 2003, San Francisco, CA 94102

If you have limitations hearing or speaking, dial 711 to reach the California Relay Service, which is for those needing direct assistance relaying telephone conversations as well their friends, family, and business contacts. If you prefer having your calls immediately answered in your mode of communication, dial one of the toll-free language-specific numbers below to be routed to the California Relay Service provider.

Type of call	Language	Toll-free 800 Number
TTY/CO/HCO to Voice	English Spanish	1-800-735-2929 1-800-855-3000
Voice to TTY/VOO/HCO	English Spanish	1-800-735-2922 1-800-855-3000
From or to Speech-to-Speech	English & Spanish	1-800-854-7784

To avoid having service turned off while you wait for the outcome of a complaint to the CPUC specifically regarding the accuracy of your bill, please contact CAB for assistance. If your case meets the eligibility criteria, CAB will provide you with instructions on how to mail a check or money order to be impounded pending resolution of your case. You must continue to pay your current charges while your complaint is under review to keep your service turned on.

PAYMENT METHODS

PAY BY MAIL

Mail a check, money order, or cashier's check using the enclosed envelope to the PO Box on the front of this bill. Please include the stub portion of the bill.

AUTO PAY

Auto pay is a preauthorized payment program. This program requires a financial account, such as a checking account at a bank or credit union. To enroll, obtain an application online at www.sgvwater.com or call customer service at 626-448-6183.

PAY IN PERSON

We accept payments in any one of the Company Offices. Payment must be in the form of cash, check, or money order.

PAY BY PHONE

Payments may be made through our automated phone system with a debit card, credit card, or electronic check by calling 844-232-8664. A third party convenience fee applies.

PAY ONLINE

Payments may be made using our approved third party vendor. To make a payment online, visit www.sgvwater.com. Forms of payment accepted are debit card, credit card, or electronic check. A third-party convenience fee applies.

USING YOUR FINANCIAL INSTITUTION'S BILL PAY SERVICE

We accept payment from your financial institution's bill pay system. This payment option may take additional processing time versus other payment methods. Please plan accordingly. Your online payment must include the account number. Failure to include your account number may result in payment delay.

PAST DUE BILLS

Bills for service are due and payable upon presentation. A bill is considered past due if not paid within 19-days from the date of bill.

UTILITY RULES AND RATES

The full text of our rules and rates are available for inspection on our website at www.sgvwater.com.

EXPLANATION OF BILLING TERMS

CCF; Unit of water measurement called Hundred Cubic Feet abbreviated as CCF and is equal to 748 gallons.

CURRENT CHARGES: The amount due for the current month's usage

PAST DUE BALANCE: The amount unpaid from previous bill cycle(s).

SERVICE CHARGE: The service charge is a readiness-to-serve charge determined by your meter size. Your meter size is shown on the front of your bill.

QUANTITY CHARGE: The quantity or usage charge is determined by the amount of your water usage within the designated tier.

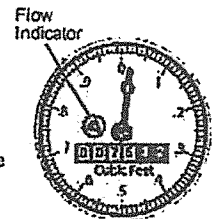
PUC SURCHARGE: A fee used to fund regulation by the California Public Utility Commission.

DATE OF PRESENTATION (DATE OF BILL): The date upon which a bill or notice is mailed or delivered by the company to the customer.

DID YOU KNOW YOUR WATER METER CAN HELP YOU DETECT LEAKS?

Follow these simple steps:

1. Make sure all running water/devices are shut off inside and outside your home.
2. Go to your water meter box and remove the lid. Please use caution as the lid can be heavy.
3. Look at the flow indicator. If it is spinning, you may have a leak.
4. Repeat the test to be certain all water is off.
5. If you suspect a leak, try to locate it and fix immediately. Need help? Call us!



COMPANY OFFICES

EL MONTE
11142 Garvey Avenue
El Monte, CA 91733
Phone (626) 448-6183

INDUSTRY
14404 Valley Blvd.
Industry, CA 91746
Phone (626) 330-1628

WHITTIER
11579 Hadley Street
Whittier, CA 90606
Phone (562) 699-1041